Brasshouse Languages are seeking to recruit part time Centre Coordinator to cover our Friday evening shift from 4.00 pm to 7.30 pm during term time only.

We are looking for an enthusiastic and friendly person to work on our frontline reception, giving information to our learners, answering queries about our courses and helping to ensure that we offer the best service possible.

You will also be enrolling learners, checking their eligibility for our courses and ensuring that the correct fees are applied. You will also be required to ensure that safety and security measures are followed as well as supervising an assistant.

If you have great customer service skills combined with sound administration skills then you are the person we are looking for.

For any informal enquiries please contact: Susan Eachus on 0121 464 8132

Brasshouse Languages @ Library of Birmingham, Centenary Square, Broad Street, Birmingham B1 2ND.

Ref: PL0842017

Closing Date: 01 March 2017

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”
JOB DESCRIPTION (BUSINESS)

JOB TITLE: Centre Co-ordinator
GRADE: 3
DIRECTORATE: Place
SECTION: Birmingham Adult Education Service (BAES)

1.0 JOB PURPOSE

1.1 To assume responsibility for the site in the absence of a centre manager. To work within the Adult Education Quality Framework, and maximize the use of existing management information systems where appropriate. To deliver exceptionally high standards of service to both internal and external customers.

2.0 DUTIES AND RESPONSIBILITIES

2.1 To be responsible for all the administration arrangements in accordance with the Adult Education administration procedures and to support all activity on site.

2.2 To be responsible for the collection of income in compliance with BCC policies and procedures. Where necessary take responsibility for banking arrangements.

2.3 To assist in the process of recruitment of business support staff and support the induction of tutors.

2.4 To work with curriculum staff in the development of an appropriate centre programme.

2.5 To contribute to the management of course information and advice to learners based on a city-wide programme.

2.6 To ensure that all resources are available for teaching and examinations etc., and to be responsible for the monitoring and security of those resources (including inventory if applicable).

2.7 To ensure that safety and security of staff and learners is upheld by adhering to all relevant policies and reporting any issues appropriately as they arise.

2.8 To promote and ensure implementation of current legislation/policy e.g. safeguarding, health and safety, Equality Act and Sustainability.

To comply with and promote the City Council’s framework of policies and procedures at all times. Key policies include Equality and Diversity, BCC Code of Conduct, Safeguarding, Health and Safety
3.0 SUPERVISION RECEIVED

3.1 SUPERVISING OFFICER JOB TITLE: Centre Manager

JOB NO:

3.2 LEVEL OF SUPERVISION

1. Regularly supervised with work checked by supervisor.

2. Left to work within established guidelines subject to scrutiny by supervisor.

3. Plan own work to ensure the meeting of defined objectives.

4.0 SUPERVISION GIVEN

<table>
<thead>
<tr>
<th>POST TITLE</th>
<th>GRADE</th>
<th>NO OF POSTS</th>
<th>LEVEL OF SUPERVISION*</th>
</tr>
</thead>
<tbody>
<tr>
<td>PSS Centre Support Assistant</td>
<td>2</td>
<td>1 - 2</td>
<td>2</td>
</tr>
</tbody>
</table>

*Use 1, 2 or 3 as in 3.2

5.0 SPECIAL CONDITIONS

- To work flexibly between 9.30 am and 5.30 pm is required.

- Right to Work in the UK documentation will be fully checked for all applicants. All non UK and EU applicants are required to apply for a certificate of sponsorship from Birmingham City Council and must be approved by the UKBA before any employment offer can be confirmed.

- DISCLOSURE & BARRING SERVICE
  DBS check required if the member of staff is allocated work based in a school or children’s centre, will be working with adults who are vulnerable or is a member of the safeguarding team
**Person Specification (BUSINESS)**  (Draft 29.09.14)

**JOB TITLE:** Centre Co-ordinator

**GRADE:** 3

**DIRECTORATE:** Place  
**SECTION:** Birmingham Adult Education Service (BAES)

**KEY:** MOA (Method of Assessment): AF = Application Form, I = Interview, T = Test, P = Presentation, G – Group Exercise, AC = Assessment Centre

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### Section 1 - Experience, Skills & abilities, Training, Education and qualifications

In your application form please provide evidence of how you meet the below requirements for the role. Applications will be long listed against these requirements

<table>
<thead>
<tr>
<th>EXPERIENCE</th>
<th>MOA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.</strong> Relevant work and/or other experience</td>
<td>AF/I</td>
</tr>
<tr>
<td>• Experience of administrating a range of tasks using both paper based and computer systems in a variety of settings.</td>
<td>AF/I</td>
</tr>
<tr>
<td>• Experience of working with people from a wide range of backgrounds.</td>
<td>AF/I</td>
</tr>
<tr>
<td>• Experience of working in a diverse team environment and the ability to multi-skill to cover other roles within the team.</td>
<td>AF/I</td>
</tr>
<tr>
<td>• Experience of managing a number of conflicting priorities effectively to achieve business objectives.</td>
<td>AF/I</td>
</tr>
<tr>
<td>• Demonstrate an understanding of managing a Centre on a day-to-day basis.</td>
<td>AF/I</td>
</tr>
<tr>
<td>• Knowledge of relevant legislation/policies and their implications for the Directorate (e.g. FOI, Data Protection Act, Health and Safety, Safeguarding, Sustainability, Equality Act).</td>
<td>AF/I</td>
</tr>
</tbody>
</table>
### SKILLS AND ABILITIES

*e.g. written communication skills, dealing with the public*

- Ability to interpret complex information and to be able to deliver difficult messages and responding to the individual needs of learners and potential learners
- Ability to communicate effectively at all levels within an organisation, both orally and in writing, where maintaining confidentiality is paramount
- Attention to detail with an ability to analyse data, process work and maintain accurate records of work.
- Ability to work on own initiative with a pro-active approach to all tasks, including an ability to plan ahead to ensure business objectives are met
- Competent in the use of relevant IT applications to the role (e.g. Microsoft Office, Aqua, etc.) with an ability to provide IT support to front-line teams.
- Competent in the use of numerical skills to support business functions
- An ability to work flexibly as part of a team, providing cover when needed to ensure continuity of service provision.
- An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by Part 7 of the Immigration Act 2016

### TRAINING

- A track record showing commitment to professional development.

### EDUCATION & QUALIFICATIONS

- To possess, or to commit to work towards a relevant customer service or IAG qualification
- To possess, or to commit to work towards English and Maths at Level 2 within 2 years of employment.
### Section 2 – Competencies

If your application is successfully long listed, you will be invited to the next stage in the selection process. In addition to the above requirements you will be asked to demonstrate competencies in the below areas. Competencies can also be described as behaviours. They describe ‘how’ we expect people to behave doing their job. Competencies will vary between job roles and different levels but an overview of them, as required by Birmingham City Council, are described below.

<table>
<thead>
<tr>
<th>Competencies (behaviours)</th>
<th>Category Definition</th>
<th>MOA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Moving the Council forward</strong></td>
<td>People who demonstrate this competency take the needs of the council and its customers into consideration when assessing how best they can deliver their service. They will network and develop relationships with others in helping to deliver a better service. They will help others in their work and be open to new ways of working.</td>
<td></td>
</tr>
<tr>
<td><strong>Managing Ourselves</strong></td>
<td>People who demonstrate this personal competency take responsibility for their work and development. They take action to overcome obstacles and seek to achieve agreed outcomes in the most cost effective way. They are careful and economical in the use of resources. They ensure that work carried out meets the needs of the Council. They adopt strategies to manage their own workload.</td>
<td></td>
</tr>
<tr>
<td><strong>Working with others</strong></td>
<td>People demonstrating this personal competency treat others as they wish to be treated. They build effective relationships with all their working contacts both inside and outside the council. They are encouraging supportive and helpful, and consider the impact of their working style on others.</td>
<td></td>
</tr>
<tr>
<td><strong>Providing direction</strong></td>
<td>People who demonstrate this personal competency display the behaviours underpinning the council’s values (Belief, Excellence, Success and Trust) and present themselves as a role model to others. They enable people to achieve their best. They set clear objectives and standards, review performance, coach and organise work. They communicate the way ahead and consult and involve others.</td>
<td></td>
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</tbody>
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